



**PROVIDER REPORT  
FOR**

**Community Work Services  
174 Portland St  
Boston, MA 02114**

**November 21, 2014**

**Version**

**Provider Web Report**

**Prepared by the Department of Developmental Services  
OFFICE OF QUALITY ENHANCEMENT**

# **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	Community Work Services
<b>Review Dates</b>	10/2/2014 - 10/6/2014
<b>Service Enhancement Meeting Date</b>	10/16/2014
<b>Survey Team</b>	Mark Boghoian (TL) Lisa MacPhail

## **Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	2 location(s) 7 audit (s)	Full Review	33 / 44 2 Year License with Mid-Cycle Review 10/16/2014 - 10/16/2016		
Employment Support Services	1 location(s) 4 audit (s)			Deemed	
Center Based Employment	1 location(s) 3 audit (s)			Deemed	

## **Survey scope and findings for Planning and Quality Management**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
Planning and Quality Management	N/A	N/A	N/A	Deemed	0/0 Certified

## **EXECUTIVE SUMMARY:**

Since the previous survey, Community Work Services (CWS) merged with a larger parent company named Fedcap Rehabilitation Services, which is a New York not-for-profit corporation. It was reported that while this merger had some impact on administrative and senior level management, the CWS overall operations remained the same. CWS has been in business for approximately 137 years. The agency's original purpose was to provide vocational training to struggling members of Boston's West End neighborhood. Throughout the years, the agency has expanded the scope of its programs, the range of its populations and the geography it serves. The agency currently serves over 800 people through its case management, assessment, job training, and placement assistance services. CWS is contracted by the Department of Developmental Disabilities (DDS) to provide both employment and center-based work supports to approximately 34 individuals. A DDS Licensure Review was conducted for services provided to a sample of these DDS contracted individuals. As the agency is currently accredited by CARF it is therefore deemed for its Certification.

Similar to previous evaluations, the agency exhibited a culture that is well expressed in its slogan "On the way to work." People served by the agency were supported to acquire skills, work related experiences and training that would support them to obtain employment within integrated job settings. Supports provided revolved around education and job readiness, as well as, on-site and off-site positions where people were trained and performed job skills relative to food services/catering, commercial cleaning, property maintenance, and assembly and packaging. The agency reported that beginning in October 2014, it will no longer pay people who have been performing assembly/packaging work out, piece-rate, but will rather offer a wage commensurate with the state minimum. In general, individuals interviewed were pleased with the staff who support them and liked the jobs/training they were engaged in. Staff were knowledgeable about people's work related preferences and remained current in all mandated trainings.

Since the previous survey (October 2012), there was significant turnover within the middle management and case management team that provided services to individuals contacted through DDS. These changes appear to have had an impact on several DDS licensing indicators that will need to be areas of focus. Relative to human rights, the agency needs to ensure that its human rights committee has adequate attendance by its professional members when conducting its quarterly meetings. The agency also needs to ensure that people's guardians are informed annually about basic human rights/abuse reporting, and, that all media related consents are situation specific. With regard to ISP development/implementation, the agency needs to develop systems to ensure and demonstrate the timely submission of all required information to DDS. It also needs to ensure that safety assessments are person specific, comprehensive and complete. Additionally, it needs to ensure that provider support strategies are implemented and their outcomes documented. Many of the issues identified that require further attention appear to be in part attributed to a lack of clearly defined staff expectations and on-going supervision. The agency could benefit from examining its staff supervision processes and ensuring that staff at all levels understand the expectations of their job related duties.

In summary, CWS continues to provide a respectful level of employment supports to the people it serves. The agency received a "Met" rating on 75% of the licensing indicators reviewed. Based on the outcome of this evaluation, the agency received a Two-Year License with a mid-cycle review. The agency will receive a follow-up evaluation from DDS within sixty-days of the Service Enhancement Meeting. Until the follow-up review, sanctions regarding new business are in place and will be lifted at that time when it improves its score to 80% or above. One year following this Licensing survey, the agency will be required to participate in a mid-cycle review. This review will be comprised of those licensing indicators determined to have received a "Not Met" during this current licensing survey.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	4/5	1/5	
<b>Employment and Day Supports</b>	29/39	10/39	
Employment Support Services Center Based Employment			
<b>Critical Indicators</b>	5/5	0/5	
<b>Total</b>	33/44	11/44	75%
<b>2 Year License with Mid-Cycle Review</b>			
<b># indicators for 60 Day Follow-up</b>		11	

### **Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:**

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agency's Human Rights Committee met on a regular basis meeting the regulatory requirements for quarterly meetings. However, professional members fulfilling various required roles were frequently not present at meetings. The behavioral clinician and the legal and nursing representatives were absent for significant numbers of individuals.

**Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L1	Individuals and guardians are trained in how to report alleged abuse/ neglect.	Individuals had been trained in reporting alleged abuse/neglect. However, people's guardians had not received notification of abuse reporting information on an annual basis. The agency reported that the last time this occurred was during 2012. The agency needs to ensure that it sends this information to guardians on an annual basis.
L8	Emergency fact sheets are current and accurate and available on site.	The agency had not listed all relevant medical issues on the individual's emergency fact sheets. The agency needs to ensure that all relevant medical issues and current prescribed medicine are listed on this document.
L9	Individuals are able to utilize equipment and machinery safely.	Individual safety assessments were incomplete and not reflective of people's ability to utilize equipment and machinery. The agency needs to ensure that it completes assessments on all individuals relative to their ability to utilize equipment and machinery.
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	The agency had not ensured that people's guardians had received notification of human rights information and grievance reporting information on an annual basis. The agency reported that the last time this occurred was during 2012. The agency needs to ensure that it sends this information to guardians on an annual basis.
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	The agency had obtained media related consent from the individuals/guardians, however, this consent was not situation or media outlet specific. The agency needs to ensure that all media related consent is situation specific and media outlet specific.
L73	The provider has a current DOL certificate.	The agency did not have a current DOL Certificate from the state of Massachusetts that permits it to pay people sub-minimum wages. If the agency is paying people sub-minimum wages for work performed, it must maintain both current state and federal DOL Certificates.
L85	The agency provides on-going supervision and staff development	The agency did not have a well-defined on-going system for providing supervision throughout the division. The agency needs to ensure that it provides staff at all levels with training and a supervisory system that has defined expectations for staff.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	The agency did not have a system in place to ensure that required assessments were submitted at least fifteen days prior to people's scheduled ISP's. The agency needs to ensure that it submits all ISP assessments to DDS at least fifteen days prior to the scheduled ISP.

**Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	The agency did not have a system in place to ensure that ISP support strategies were submitted at least fifteen days prior to people's scheduled ISP's. The agency needs to ensure that it submits all ISP support strategies to DDS at least fifteen days prior to the scheduled ISP.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	The agency did not ensure that strategies submitted by the agency and agreed upon in the ISP were being implemented. The agency needs to ensure that it continuously implements agreed upon ISP strategies and documents the effectiveness of these strategies towards ISP objectives.

## MASTER SCORE SHEET LICENSURE

### Organizational: Community Work Services

Indicator #	Indicator	Met/Rated	Rating (Met, Not Met, Not Rated)
☐ L2	Abuse/neglect reporting	1/1	Met
L48	HRC	0/1	Not Met(0 % )
L74	Screen employees	1/1	Met
L76	Track trainings	5/5	Met
L83	HR training	5/5	Met

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	1/4	3/3		4/7	Not Met (57.14 %)
L5	Safety Plan	L		1/1		1/1	Met
☐ L6	Evacuation	L		1/1		1/1	Met
L7	Fire Drills	L		1/1		1/1	Met
L8	Emergency Fact Sheets	I	2/4	3/3		5/7	Not Met (71.43 %)
L9	Safe use of equipment	L	0/1	0/1		0/2	Not Met (0 %)
☐ L11	Required inspections	L		1/1		1/1	Met
☐ L12	Smoke detectors	L		1/1		1/1	Met
☐ L13	Clean location	L		1/1		1/1	Met
L14	Site in good repair	L		1/1		1/1	Met
L15	Hot water	L		1/1		1/1	Met
L16	Accessibility	L		1/1		1/1	Met
L17	Egress at grade	L		1/1		1/1	Met
L18	Above grade egress	L		1/1		1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L20	Exit doors	L		1/1		1/1	Met
L21	Safe electrical equipment	L		1/1		1/1	Met
L22	Clean appliances	L		1/1		1/1	Met
L25	Dangerous substances	L		1/1		1/1	Met
L26	Walkway safety	L		1/1		1/1	Met
L28	Flammables	L		1/1		1/1	Met
L29	Rubbish/combustibles	L		1/1		1/1	Met
L31	Communication method	I	4/4	3/3		7/7	Met
L32	Verbal & written	I	4/4	3/3		7/7	Met
L37	Prompt treatment	I		1/1		1/1	Met
L49	Informed of human rights	I	1/4	3/3		4/7	Not Met (57.14 %)
L50	Respectful Comm.	L	1/1	1/1		2/2	Met
L51	Possessions	I	4/4	3/3		7/7	Met
L52	Phone calls	I	4/4	3/3		7/7	Met
L54	Privacy	L	1/1	1/1		2/2	Met
L55	Informed consent	I	0/2	0/1		0/3	Not Met (0 %)
L72	DOL requirements	I		3/3		3/3	Met
L73	DOL certificate	L		0/1		0/1	Not Met (0 %)
L77	Unique needs training	I	4/4	3/3		7/7	Met
L80	Symptoms of illness	L	1/1	1/1		2/2	Met
L81	Medical emergency	L	1/1	1/1		2/2	Met
L85	Supervision	L	0/1	0/1		0/2	Not Met (0 %)



Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L86	Required assessments	I		0/2		0/2	Not Met (0 %)
L87	Support strategies	I		0/2		0/2	Not Met (0 %)
L88	Strategies implemented	I	2/4	0/3		2/7	Not Met (28.57 %)
<b>#Std. Met/# 39 Indicator</b>						29/39	
<b>Total Score</b>						33/44	
						75.00%	

### MASTER SCORE SHEET CERTIFICATION

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